

ESG Statement 2024



Sound Sustainability

At First Contact, we view sustainable success as contingent on behaving responsibly. We support the view that what is good for us is also good for our stakeholders, the economy, and the wider society. Hence, we are committed to maintaining the highest standards of responsible business conduct and are working toward a culture that consistently integrates environmental, social and governance (ESG) considerations across our full value chain globally.

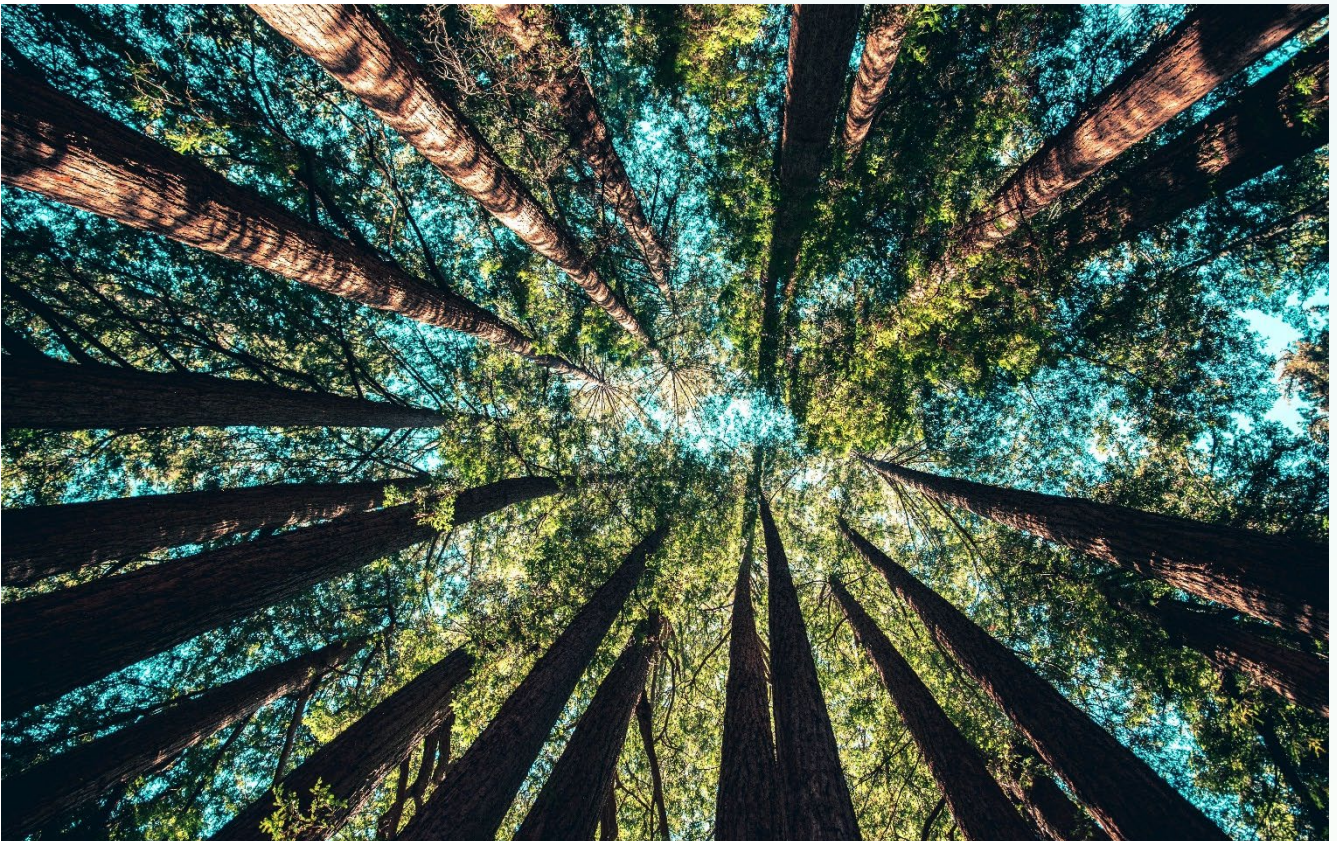
Our philosophy of doing what is right is grounded in our purpose and values, our stated code of conduct, and our commitment to the ten important principles of the UN Global Compact.

(<https://www.unglobalcompact.org/what-is-gc/mission/principles>)

Incorporating ESG in our risk management

To ensure we have the appropriate safeguards, we aim to continuously identify and mitigate ESG-related risks impacting our operations and stakeholders and as needed, to turn these risks into opportunities, we integrated ESG as a risk category into First Contact's enterprise risk management framework.

The process is conducted on a regular basis, undertaken by management, and overseen and approved by the First Contact risk committee. Operating teams are involved to ensure consistency and coverage by leveraging expertise capabilities who are close to the risks. This is consolidated through an extensive view on risks that may have an impact on their respective operations and their ability to meet objectives. As needed, action plans are developed, and progress is reviewed during regular operational huddles.



Every day, we provide work for hundreds of staff and managers in global workplaces. Ensuring respect for human and particularly labour rights within our sphere of influence, across our value chain and wherever we do business therefore is - and must be – a fundamental part of how we operate. It is a key contribution we can make to help achieve the UN Sustainable Development Goal 8 for decent work and economic growth.

As a specialist workplace delivery provider, we support and authoritative international norms, such as the International Bill of Human Rights and the core labour conventions of the International Labour Organisation. We are also committed to international general and sector-specific standards, such as the UN Global Compact and the UN Guiding Principles on Business and Human Rights, and the World Employment Confederation Code of Conduct and ILO Convention 181. Our hiring practices, policies, and onboarding shall govern standards across our daily business at First Contact.

As a workplace advisory and solutions company, we are mandated to focus on the right to work, just and favourable conditions of work and associated rights, equality and non-discrimination, physical and mental health, and the right to privacy. We have a zero-tolerance approach to prohibited child labour, forced and bonded labour, modern slavery and human trafficking, across all our operations, business dealings and relationships.

We respect the right to freedom of association and collective bargaining. Social dialogue is not only a labour right in and of itself, but also an effective way to safeguard human and labour rights per se. Therefore, we remain fully committed to engage in social dialogue: we engage in sectoral social dialogue for agency workers in numerous countries. We are committed to continuously strengthening our practices and engaging with stakeholders on relevant topics to ensure continued progress.



Our commercial success is centred around our workplace teams. At First Contact, we are committed to their health, safety and wellbeing. As a people-centric company, 'People First' was, and continues to be, our prime focus at First Contact. This has never been more important than during uncertain and trying times like these. Our aim is to prevent accidents, injuries and illnesses, and to promote wellbeing at work for everyone in our business and across our global host organisations.

Our industry is unique, as we do not directly control the work environments, we place our associates in. This is acknowledged by applicable legislation, often placing primary responsibility for a healthy and safe working environment at the client company. For us, however, it is of utmost importance to ensure

they are properly trained and equipped for the respective role ahead.

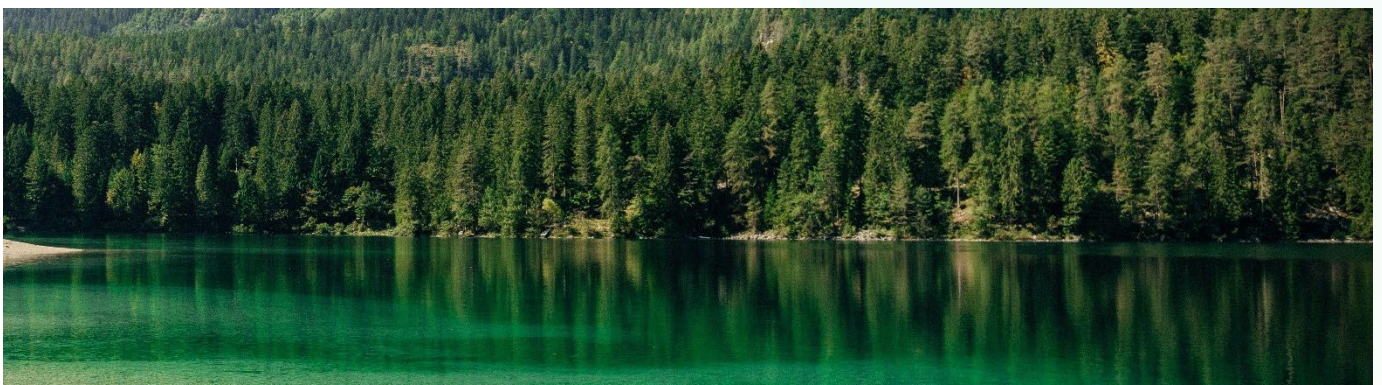
Where relevant, we also conduct workplace health and safety due diligence on client premises, may provide for periodic health checks, and work with our partners to check they adhere to excellent safety standards and adequately supervise associates.

We endeavour to provide all our colleagues with workplaces and a work environment that enable them to be healthy and resilient, that help them thrive – as employees and individuals – and reach their full potential. We remain committed to taking every necessary step and precaution to ensure that our people are healthy, safe and in work. Our purpose has always been to make the future work for everyone, and we want to do this safely.



At First Contact, we are committed to playing our part in safeguarding the planet for future generations. We understand environmental stewardship to be an integral part of our purpose to make the future work for everyone. We focus our efforts on two pillars:

1. Supporting the transition to a low-carbon economy through our core business: Climate change is indisputably among the defining challenges of our time. A transition towards greener, more circular ways of living, working and doing business is therefore a vital – and ever more urgent - necessity if we are to still mitigate the worst outcomes for people and the planet.
2. At First Contact, we are convinced that robust labour markets and the skills these offer will be decisive components enabling this transformation. Whether it is about phasing out fossil fuels, delivering climate-friendly business practices, accelerating digitisation and automation, or new work models across corporate real estate – we need skillful individuals to design innovative and responsible solutions and corresponding, forward-looking skilling approaches across the larger workforce.
3. We need to ensure that our economies and societies have the skills needed to deliver the Green Transition, while safeguarding those whose livelihoods currently depend on non-sustainable business practices and whose jobs are in sectors under-going fundamental changes are not left behind. As one of the world’s leading workplace advisory and solutions company, we believe we can play a key role in facilitating this.
4. Managing our own environmental footprint – Target Zero: We are conscious of the environmental impact our operations can have and the difference we are able to make by acting responsibly. In 2020 we committed to becoming carbon neutral as an organisation by 2030, and in 2022 substantiated this by announcing a new carbon emissions reduction target of 50% by 2030 (with 2020 as base year), both in terms of absolute emissions and intensity (per revenue and FTE, for Scopes 1 and 2).
5. This ambitious reduction target was set in line with the methodology of the Science-Based Targets Initiative, consistent with the level of decarbonisation required to keep global temperature increase to 1.5° C compared with pre-industrial levels.



Our efforts are guided by our Environmental Guideline. We focus our efforts particularly on those areas where we see the biggest reduction potential: providing sustainable offices and taking a responsible approach to business travel.

We are continuously seeking to increase data transparency, quality and coverage of our environmental performance reporting, including to as yet unexplored areas such as employee and associate commuting, as well as up- and downstream emissions.

Our environmental performance

In 2021, First Contact has adopted the Greenhouse Gas Protocol, and in particular, the global protocol for community-scale greenhouse gas inventories initiative for cities. This serves as a benchmark to extrapolate and account for 100% of our greenhouse gas emissions across our business operations. (https://ghgprotocol.org/sites/default/files/standards/GHGP_GPC_0.pdf)





In January 2024, First Contact constituted an ESG committee to support our ESG program. Rhea Ortner, head of our London Office, chairs the ESG sub-committee and report and recommend initiatives to the board for consideration and implementation.

One of the first goals will be to delineate our carbon-neutral goals across the whole company. We aim to investigate regeneration projects across Australia and North America which supports the Earth (program) and acknowledges the daily services that it provides.

Looking towards our Social initiatives across the company. We will be identifying the culture, climate and employment practices that are creating barriers to a diverse workforce. Disabled and neurodivergent individuals are substantially missed during workforces. First contact aims to create a culture of inclusion that will be extended throughout our company.

Neurodivergent individuals carry great weight in the workplace.

Providing a different perspective and support in new and innovative ways. Creating an environment where employees can excel is at the heart of First Contact's values. Ensuring that we are making changes that will support and benefit all those in our workforce.

Training courses for modern slavery understanding will be implemented company-wide in 2024. This will assist in ensuring our supply chain, and all those who are connected to it will experience feeling safe, protected, and comfortable working at or with First Contact.

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Version History		
Date	Version #	Comments
Feb 2022	1	
Mar 2023	2	Intro Updated
Jan 2024	3	Updated for 2024



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